

# Parking Services Annual Report 2008-2009

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## **1. Introduction**

- 1.1 Spelthorne Borough Council took over responsibility for the enforcement of on-street parking regulations from Surrey Police on 1 April 2004. This document reports on the performance of the service from 1 April 2008 to 31 March 2009, both for operations on street, and in car parks.
- 1.2 Parking, in contravention of the parking regulations, is no longer a criminal offence, although it is still an illegal act. The legislation under which the service currently operates is the Road Traffic Act 1984, the Road Traffic Act 1991, the Traffic Management Act 2004, the Surrey County Council (various Roads in Spelthorne) (waiting restrictions and street parking places) Order March 2007 (with amendments), and the Spelthorne Borough Council off-street Parking Places Order 2009. A copy of the off-street Order is available on our website - [www.spelthorne.gov.uk/environment\\_planning/parking](http://www.spelthorne.gov.uk/environment_planning/parking)
- 1.3 Spelthorne Council has 16 car parks where charging applies. These are in Staines town centre, Ashford, Shepperton, Sunbury and outlying parks. Elmsleigh surface and ulti storey car park has pay on foot facilities while all the rest are pay and display. All Staines car parks have credit card payment facilities except Elmsleigh surface and multi storey.
- In total there are 3628 spaces available.
- 1.4 In August 2005 the Council decided to start charging Blue Badge holders to park in these car parks, a move which is spreading across the country. However we do offer discounted season tickets and, in the pay and display car parks, offer an extra hour free of charge to take account of the impaired mobility of Blue Badge holders.

- 1.5 All car parks in Staines and Ashford offer season tickets and business permits. Resident and business permits are available in all the other car parks at very reasonable prices.
- 1.6 Both long and short-term parking is available with short-term being the more expensive. In the outlying areas the first hour is free and all day parking only £1.50.
- 1.7 There are three other privately owned car parks in Staines at the Two Rivers shopping complex that charge..
- 1.8 Staines is well served with transport links, being only 10 minutes from junction 13 on the M25, 35 minutes by train to London Waterloo and 15 minutes to London Heathrow Airport. It has several planned developments which will include shops offices, hotels and housing. Should these developments go ahead then there will be pressure on the available parking spaces.
- 1.9 There are two potential developments which would have a significant impact on the car park operations. The Elmsleigh Centre Phase III will require the bus station to be temporarily relocated to the Elmsleigh surface car park with the loss of 140 spaces for up to 18 months during construction. The second development, AirTrack, is a BAA sponsored engineering project linking Terminal 5 with the railway network at Staines. Part of the proposed plan is to link the Staines to Woking line and the Staines to Windsor line by building a railway extension across the Elmsleigh Surface car park in line with South Street. Whilst this work is being carried out, the entire surface car park will be needed for construction with the possible loss of 373 spaces. The ramp to the multi storey car park may be demolished with access via Tothill for a period of around six months whilst a new ramp into Elmsleigh multi storey Car Park is constructed.
- 1.10 These construction projects would impact on the number of shoppers and have an impact on restaurants and bars in Staines which in turn will have an effect on car park income. .
- 1.11 Spelthorne Council acts as an agent on behalf of Surrey County Council for enforcement of parking restrictions on the roads throughout the Borough. Any surplus made from this part of the operation , must be used for transport, or environmental projects.

Surrey County Council contributed £42K to fund the on-street service during 2008/9.

- 1.12 On 31 March 2008, new legislation was introduced -the Traffic Management Act 2004. Under this legislation, parking attendants became known as Civil Enforcement Officers (CEO's), and higher and lower bands for penalty charge notices (£70 and £50 respectively) were introduced. It is now also possible for us to post a penalty charge notice

(PCN) to the registered owner or keeper of a vehicle, if a CEO has been prevented from issuing a PCN. More information on the Traffic Management Act 2004 is available on our website [www.spelthorne.gov.uk/environment\\_planning/parking](http://www.spelthorne.gov.uk/environment_planning/parking)

## **2. Car Parks**

- 2.1 Spelthorne Council operates most of the car parks in the Borough. The Two Rivers shopping complex in Staines has its own car parks, managed by them. A full list of the car parks operated by Spelthorne Borough Council can be found on our website- [www.spelthorne.gov.uk/environment\\_planning/parking](http://www.spelthorne.gov.uk/environment_planning/parking).
- 2.2 All of the car parks in the Borough where charging applies are either pay and display or pay on foot.
- 2.3 All car parks except the Elmsleigh surface and multi storey car park, have machines that can take credit or debit cards and all car parks except Elmsleigh surface and multi storey can be used using the Park and Phone service.
- 2.4 A surplus of £386K was made in the year 2008/09.

## **3. Current Operation**

- 3.1 Parking Services operate from Staines Town Centre and enforcement is carried out seven days a week including some evenings in the summer. Six beats cover the Borough, three in Staines, one in Ashford, one in Sunbury and one in Shepperton which also covers the rural areas in the summer. At least two Civil Enforcement Officers are on duty on Sundays throughout the Borough.
- 3.2 The Administration Section is operational from 9am-5pm Monday-Friday. Enquiries can be made in person at the Council Offices in Knowle Green, Staines TW18 1XB.
- 3.3 Those people who have been issued with a Penalty Charge Notice (PCN) are able to appeal or pay a penalty charge online, but it should be noted that a full postal address must be given if appealing online or by e-mail.

## **4. Penalty Charge Notices (PCN'S)**

- 4.1 In the financial year 2008/9, 4764 Penalty Charge Notices were issued, - 2204 on street, and 2560 in car parks.

The table below shows the split of these penalty charge notices.

All figures are for PCNs issued between 1 April 2008 and 31 March 2009.

	<b>Number</b>	<b>Percentag</b>
<b>ON STREET PARKING</b>		
Total number of PCNs issued	2204	
Number of higher level PCNs issued	1839	8
Number of lower level PCNs issued	365	1
Number paid at discount	1287	5
Number paid at full (or above)	254	1
Total number of PCNs paid	1541	7
Number of PCNs against which formal or informal reps made	355	1
Number of PCNS cancelled as a result of formal or informal reps	26	
Number of PCNs cancelled for other reasons	355	1
Number of PCNs written off	17	
PCN's progressing	265	1
Number of vehicles immobilised	N/A	N/A
Number of vehicles removed.	N/A	N/A
<b>OFF STREET PARKING</b>		
Total number of PCNs issued	2560	
Number of higher level PCNs issued	512	2
Number of lower level PCNs issued	2048	8
Number paid at discount	1255	4
Number paid at full (or above)	288	1
Total number of PCNs paid	1543	6

Number of PCNs against which formal or informal reps made	673	2
Number of PCNS cancelled as a result of formal or informal reps	137	
Number of PCNs cancelled for other reasons	464	1
Number of PCNs written off	12	
PCNs progressing	404	1
Number of vehicles immobilised	N/A	N/A
Number of vehicles removed.	N/A	N/A

4.2 When all attempts to recover outstanding charges have failed, Spelthorne Council employs bailiffs, at no cost to the Authority, to obtain the charges due on our behalf. 379 cases were sent to our bailiffs in 2008/9. It is regrettable that this course of action becomes necessary, and it is only taken when all other attempts to collect this money have failed.

## 5. **Statistics**

5.1 Civil Enforcement Officers experienced no cases of violence against them that were serious enough to document through the Council's Violence at Work procedure. This was a decrease of two on the previous year.

5.2 A total of 982 Penalty Charge Notices issued were subsequently cancelled for a variety of reasons. Each case is considered on merit and mitigating circumstances are taken into account.

5.3 Civil Enforcement Officers report all untaxed vehicles that are observed during the course of their patrols to the DVLA. This action is undertaken at the request of the DVLA, who have stated that action is taken against all cases reported to them.

## 6. **Appeals and challenges**

6.1 All members of the public have recourse to appeal to an independent adjudicator if they wish to challenge a decision made by Parking Services about a particular Penalty Charge Notice. Three representations were made to the National Parking Adjudication Service over the year, and at the time that this report was written, two of these cases had yet to be heard. From 31 March 2008, the National Parking Adjudication Service has become the Traffic Penalty Tribunal, and their website address is now [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## **7. Income and Expenditure**

### **7.1 On Street Income and Expenditure**

Expenditure £130K  
Income £88K  
Surrey County Council contribution £42K

### **7.2 Off Street Income and Expenditure**

Expenditure £1,359K  
Income £1,745K  
Surplus £386K

## **8. Training**

8.1 Regular briefings are held with all Civil Enforcement Officers in order to resolve problems and to ensure that enforcement throughout the Borough is accurate, fair, transparent and consistent.

8.2 It takes around six months to fully train a Civil Enforcement Officer, who will walk up to ten miles in a day.

## **9. Safer Parking**

9.1 13 of the 14 car parks managed by Parking Services now have the Park Mark ® award. The Ashford multi storey car park is considered to be too expensive to bring up to Park Mark ® standards.

9.2 These awards are given to car parks that have very low crime rates, and where good management practices have been demonstrated. Accredited assessors from Surrey Police and the British Parking Association inspect car parks. More information on this scheme is available on the British Parking Association's website – [www.britishparking.co.uk](http://www.britishparking.co.uk). All car parks that have been accredited with the Park Mark® are listed on the safer parking website - [www.saferparking.com](http://www.saferparking.com)

If you have any questions relating to any part of this report, please contact David Scoggins, Parking Services Manager on 01784 446266 or e-mail on [d.scoggins@spelthorne.gov.uk](mailto:d.scoggins@spelthorne.gov.uk)